

Annual 47 C.F.R. S: 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2008

Date filed: March 1, 2008

Name of company covered by this certification: Twin Rivers Valley Telephone Company

Form 499 Filer ID: 824716

Name of signatory: Kirk Hundertmark

Title of signatory: Secretary/Treasurer

I, Kirk Hundertmark, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. S: 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken any actions against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed _____Kirk Hundertmark_____

Implementation of the Telecommunications Act of 1996:
Telecommunications

Carriers' Use of Customer Proprietary Network Information and Other Customer Information; IP-Enabled Services, CC Docket No. 96-115; WC Docket

No. 04-36, Report and Order and Further Notice of Proposed Rulemaking, 22

FCC Rcd 6927 (2007) ("EPIC CPNI Order").

See 47 U.S.C. S: 222.

Twin Rivers Valley Telephone does not sell customer information. Twin Rivers Valley Telephone only uses customer information for billing

purposes. Twin Rivers Valley Telephone is a reseller for Qwest and will only give Qwest the information required to maintain the customer's service.

Twin Rivers Valley Telephone does not give out the customer information to anyone other than the customer. Twin Rivers Valley Telephone implemented a Customer Privacy Information Policy where each customer was sent a Customer Privacy Information form to fill out and return to be placed in the customer's file.

The customer's password and security information is also included with the customer's billing information in the computer billing program for verification purposes when a customer contacts Twin Rivers Valley Telephone for account information.

If a customer cannot provide a password, customer information will not be released. The information requested will be sent to the customer's address, or Twin Rivers Valley Telephone will call the customer's telephone number for verification. Telephone records cannot be accessed online.

Customers will be notified immediately if Twin Rivers Valley Telephone receives a request for change of password, change of security information for a forgotten password, or change of billing address.

Twin Rivers Valley Telephone will notify the Humboldt County Sheriff's Department and the customer in the event of a CPNI breach.

After it's use, any correspondence with the customer's information is shredded in a power shredder.

